

PROVIDER BULLETIN

Volume 44 Number 46

<http://dss.mo.gov/mhd/>

May 5, 2022

DENTAL PROGRAM

Applies to: MO HealthNet Dental Program

Effective date: Immediately

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- **TELEDENTISTRY DEFINITION**
 - **CDT TELEDENTISTRY CODES D9995 (SYNCHRONOUS; REAL TIME ENCOUNTER) AND D9996 (ASYNCHRONOUS; INFORMATION STORED AND FORWARDED TO DENTIST FOR SUBSEQUENT REVIEW)**
 - **REIMBURSEMENT OF CDT CODE D9995 AND D9996**
 - **BILLING CDT CODES D9995 AND D9996**
 - **APPLICABILITY**
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TELEDENTISTRY DEFINITION

MO HealthNet covers teledentistry services. MO HealthNet allows any licensed dental provider, enrolled with MO HealthNet, to provide teledentistry services if the services are within the scope of practice for which the dental provider is licensed. Teledentistry services must be performed with the same standard of care as an in-person, face-to-face service.

CDT TELEDENTISTRY CODES - D9995 (SYNCHRONOUS, REAL TIME ENCOUNTER) AND D9996 (ASYNCHRONOUS INFORMATION STORED AND FORWARDED TO DENTIST FOR SUBSEQUENT REVIEW)

MO HealthNet Division (MHD) dental program allows reimbursement for CDT codes D9995 (Synchronous; real time encounter) and D9996 (Asynchronous; information stored and forwarded to dentist for subsequent review). These codes are payable for participants under the age of 21, blind, pregnant or in a skilled nursing facility.

BILLING CDT CODES D9995 AND D9996

Teledentistry services must be billed by the distant site facility (physical location of the dentist or clinic providing the dental service to an eligible Medicaid participant through teledentistry). Dentists must bill either D9995 or D9996 and the CDT code(s) for services provided. Reimbursement to dental providers delivering the service at the distant site is equal to the

current fee schedule amount for the service provided. There is not a separate teledentistry fee schedule.

The originating site (physical location of the participant) is where diagnostic data is collected in order to communicate to the dentist for diagnosis or where a dental service is performed. The originating site cannot bill MHD for CDT codes D9995 or D9996. The originating site can bill procedure code Q3014 on the CMS-1500 Claim Form to receive reimbursement for use of the facility where teledentistry services were rendered.

The distant site service must be billed on the American Dental Association (ADA) Dental Claim Form with the CDT code (D9995 or D9996) and any additional services provided, using place of service code 02 – Telehealth.

REIMBURSEMENT OF CDT CODES D9995 AND D9996

The reimbursement rate is \$14.82 for each code.

APPLICABILITY

Managed Care enrolled providers should contact their Managed Care Organization for questions regarding Dental Program services.

Provider Bulletins are available on the MO HealthNet Division (MHD) website at <http://dss.mo.gov/mhd/providers/pages/bulletins.htm>. Bulletins will remain on the Provider Bulletins page only until incorporated into the [provider manuals](#) as appropriate, then moved to the Archived Bulletin page.

MO HealthNet News: Providers and other interested parties are urged to go to the MHD website at <http://dss.mo.gov/mhd/> to subscribe to the electronic mailing list to receive automatic notifications of provider bulletins, provider manual updates, and other official MO HealthNet communications via E-mail.

The information contained in this bulletin applies to coverage for:

- MO HealthNet Fee-for-Service
- MO HealthNet Managed Care

Questions regarding MO HealthNet Managed Care benefits should be directed to the patient's MO HealthNet Managed Care health plan. Before delivering a service, please check the patient's eligibility status by swiping the MO HealthNet card or by calling the Provider Communications Interactive Voice Response (IVR) System at 573-751-2896 and using Option One for the MO HealthNet ID card.

**Provider Communications Hotline
573-751-2896**